

HOUSING WORKER JOB DESCRIPTION

The logo for GROWTH is a blue speech bubble shape pointing downwards and to the right, containing the word "GROWTH" in white, bold, uppercase letters.

Job Title	GrowTH Housing Worker
Wage	£29,250 pro rata and basic pension
Contract	Permanent
Annual Leave	25 days (plus Bank Holidays), pro rata
Line Manager	Support & Housing Manager
Location	Poplar, Tower Hamlets, E14 0EA
Working hours	35 hours per week. Monday to Friday: Usual shifts 9am – 5pm but with occasional flexibility required. Occasional on call (phone only) required also.

ABOUT GROWTH

GrowTH is a non-denominational Christian charity in Tower Hamlets, partnering with local churches to support homeless people through shelter, resettlement and housing. We provide practical care, community and pathways to independence, while offering guests the opportunity to encounter God's love and explore the Christian faith if they wish.

GrowTH Housing provides temporary move-on accommodation and tailored support for 20 residents across eight flats, helping people move towards greater independence. We are looking for a self-motivated Housing Worker who is passionate about getting alongside our residents, offering practical, emotional and spiritual support, and helping them build a more settled future.

OVERVIEW OF JOB ROLE

1. Providing practical, emotional and spiritual support to residents.
2. Assisting with the maintenance and upkeep of properties and furnishings.
3. Building partnerships with external agencies to support residents and GrowTH Housing.
4. Helping residents explore the Christian faith, if they wish, and build community.
5. Participating in the wider work of GrowTH.

DUTIES OF JOB ROLE

1. Resident support and move-on

- Conducting regular keywork meetings with residents, supporting their housing, finances, physical and mental health, employment and training, and other individual needs.
- Providing practical support, including helping residents complete application forms and access specialist support from other organisations and services.
- Helping residents manage their accommodation within the project, including housing-cost benefits, service charge payments, addressing issues and preparing warning letters where appropriate.
- Agreeing and regularly reviewing personalised support and move-on plans with residents, helping them take steps towards greater independence.
- Assisting residents with their emotional and spiritual needs when appropriate, respecting each person's wishes and beliefs.
- Maintaining accurate, up-to-date case records and recording progress against agreed plans.
- Supporting all residents to complete feedback forms and share their views.

2. Property maintenance and safety

- Ensuring decoration, fittings and furnishings are of good quality, and arranging repairs or replacements when needed.
- Liaising with the landlord and contractors about repairs and maintenance, including obtaining quotes.
- Carrying out weekly flat checks to ensure fire, health and safety requirements and GrowTH's standards are upheld, and reporting concerns promptly.
- Cleaning vacant rooms in preparation for new residents.
- Resolving issues with utility providers as requested by the line manager.

3. Partnerships and external support

- Building relationships with external agencies offering specialist support, move-on accommodation and furnishings for residents.
- Liaising with local churches to link residents with appropriate volunteers, resources and ministries.

4. Faith and community

- Praying daily for the residents of GrowTH Housing.
- Sensitively and appropriately initiating conversations about faith and Jesus with residents, respecting each person's wishes and beliefs.
- Helping to facilitate Bible studies, Alpha courses and other opportunities for interested residents to explore and grow in the Christian faith.
- Assisting residents who wish to do so in accessing local church communities, including Sunday services.
- Arranging social events and involving volunteers to build supportive relationships and community.

5. Safe practice and contributing to GrowTH

- Reporting safeguarding concerns and incidents promptly, following GrowTH's policies and escalation procedures.
- Maintaining confidentiality and appropriate professional boundaries in all work with residents.
- Participating in and occasionally leading prayer meetings with the wider GrowTH team.
- Reporting regularly to the line manager on residents' progress and housing issues.
- Assisting with the smooth running of the GrowTH homelessness Hub.
- As part of a small charity, assisting with other reasonable or ad hoc tasks, as needed.

ROLE REQUIREMENTS

- Regular visits to GrowTH Housing properties in Tower Hamlets for resident support and property checks.
- Willingness to help with practical tasks, including cleaning and preparing vacant rooms for new residents.

PERSON SPECIFICATION

Essential criteria

Personal faith and values

- Faith in the Lord Jesus Christ as personal Saviour.
- Personal alignment with the Evangelical Alliance's Statement of Faith and Pastoral Statement on Sexuality.
- A committed member of a local church.
- An understanding and practice of evangelical Christian belief, with a lifestyle and conduct compatible with those beliefs.
- Experience of sensitively sharing faith with marginalised adults.
- An understanding of Jesus' compassion for those without home, hope and help.
- Faith that God can transform, heal and save any person, regardless of their current situation.
- A passion for sharing the Gospel and seeing cycles of homelessness broken.

Skills

- Experience of working with people from a variety of backgrounds.
- Excellent interpersonal skills, with the ability to listen, get alongside and build trust with residents of different ages, cultures, backgrounds and religions.
- Administrative and organisational skills, including attention to detail and the ability to prioritise tasks and manage competing demands.
- Good written and oral communication skills, including communicating clearly with people who have limited English.
- Competent computer and internet user, including Microsoft Word and Excel.

Personal requirements

- Ability to take initiative and work unsupervised at times.
- Ability to learn quickly, think creatively and solve problems.
- Flexibility, patience and the ability to remain calm under pressure and in difficult circumstances.
- Punctuality and reliability.
- Ability to treat all residents with equal dignity and allocate support fairly according to their needs and circumstances.
- Commitment to safeguarding, confidentiality and appropriate professional boundaries.
- Willingness to get stuck in with practical tasks as part of a small team.

Desirable criteria

- Experience of supporting marginalised adults.
- The ability and willingness to occasionally drive in Tower Hamlets.